GOVERNMENT OF INDIA
SHIPPING, ROAD TRANSPORT AND HIGHWAYS
LOK SABHA

UNSTARRED QUESTION NO:2896
ANSWERED ON:19.03.2008
COLLECTION OF TOLL TAX
Patel Shri Jivabhai Ambalal;Thummar Shri Virjibhai

Will the Minister of SHIPPING, ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) the details of the (Public & Private) agencies which have been authorized to collect toll tax on National Highways;

(b) whether the Government has received any complaint from local people against these agencies during the last three years; (

(c) if so, the manner in which the functioning of these agencies is monitored by the Government;

(d) whether these agencies have any other source of income besides the earning from the collection of toll tax; and

(e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF SHIPPING, ROAD TRANSPORT AND HIGHWAYS (SHRI K.H. MUNIYAPPA)

(a) The details of the (Public & Private) agencies which have been authorized to collect users fee (toll tax) on National Highways are at annexure.

(b) A few complaints in respect of irregularities in collection of fee, misbehaviour of staff of fee collecting agencies, delay in issue of monthly passes and overcharging of fees etc. were received from the users of the facilities.

(c) The functioning of these agencies is monitored in the following manner:

(i) surprise checks and frequent inspections;

(ii) by engaging local fee auditors;

(iii) by appointing round the clock Toll Supervisors;

(iv) by sending decoy customers;

(v) on the spot observation at toll plaza of all the transactions for a defined period by an agency.

(d) & (e) Such information is not maintained in this Ministry.